

GRI G3 Content Index

Profile	Disclosure Items	Chunghwa Telecom's Responses	Page
Strategy and Analysis	1.1	Statement from the most senior decision maker of the organization about the relevance of sustainability to the organization and its strategy	Messages from the Chairman and CEO 4
	1.2	Description of key impacts, risks, and opportunities.	CSR Issues Management 30
Organizational	2.1	Name of the organization.	Chunghwa Telecom Co., Ltd. Back of the cover page
	2.2	Primary brands, products, and/or services.	Product and Service 8
	2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Organization Structure, Other Venture Investments 7,13
	2.4	Location of organization's headquarters.	21-3 Hsinyi Road, Sec, 1, Taipei, Taiwan 100 R.O.C. Back of the cover page
	2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Other Venture Investments 13
	2.6	Nature of ownership and legal form.	Shareholders Structure 11
	2.7	Markets served.	Market Position 10
	2.8	Scale of the reporting organization.	Operating Results and Economic Impact 11
	2.9	Significant changes during the reporting period regarding size, structure or ownership.	Change of Board Directors 18
	2.10	Awards received in the reporting period.	Awards Back of the cover page
Report Parameters	3.1	Reporting period for information provided.	January 2008 to December 2008 Back of the cover page
	3.2	Date of most recent previous report.	May 23rd, 2008 Back of the cover page
	3.3	Reporting cycle.	Annually 1
	3.4	Contact point for questions regarding the report or its contents.	Purpose of the Report 1
	3.5	Process for defining report content.	CSR Issues Management 30
	3.6	Boundary of the report.	Purpose of the Report 1
	3.7	State any specific limitations on the scope or boundary of the report.	Purpose of the Report 1
	3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Purpose of the Report 1
	3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	Energy-Consumption Analysis 72
	3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement.	Energy-Consumption Analysis, Reduction of In-Use Vehicles and Gasoline Consumption 72,79
	3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	(No Significant Changes) -
3.12	Table identifying the location of the Standard Disclosures in the report.	GRI G3 Content Index 94	
3.13	Policy and current practice with regard to seeking external assurance for the report.	Third Party Review Opinion; Assurance Statement 92,93	
Governance, Commitments, and Engagement	4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Corporate Governance 17
	4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	(No) -
	4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or nonexecutive members.	Corporate Governance 17
	4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Improvement in Information Transparency 22
	4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives, and the organization's performance.	Corporate Governance 17
	4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Corporate Governance 23
	4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	CSR Committee 27
	4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	CSR Committee 27
	4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	CSR Committee 27
	4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	CSR Committee 27
	4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Risk Management Mechanism 19
	4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	ADOC 2.0 Project 69
	4.13	Memberships in associations and/or national/international advocacy organizations.	(Described by Associations Types) 15,29,40

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	4.15	Basis for identification and selection of stakeholders with whom to engage.	Stakeholders' Engagement	29
	4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Stakeholders' Engagement	29
	4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Stakeholders' Engagement	29
Economic Performance Indicators			Chunghwa Telecom's Responses	Page
Management Methods to Expose			Sustainable Operation	7
Economic Performance	EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Operating Results and Economic Impact	11
	EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Climate Change and Countermeasures	21
	EC3	Coverage of the organization's defined benefit plan obligations.	Employee Rights	35
	EC4	Significant financial assistance received from government.	No Financial Aid from Government	-
Market Presence	EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Employee Rights	35
	EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Supply Chain Management	49
	EC7	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	Employee Rights	35
Indirect Economic Impacts	EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Quantifiable Social Contribution	53
	EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Five Dimensions of Social Contribution	51
Environmental Performance Indicators			Chunghwa Telecom's Responses	Page
Management Methods to Expose			Environmental sustainability management system, Carbon management strategic map	71,73
Materials	EN1	Materials used by weight or volume.	Energy-Consumption Analysis	72
	EN2	Percentage of materials used that are recycled input materials.	Waste Recycling	80
Energy	EN3	Direct energy consumption by primary energy source.	Energy-Consumption Analysis	72
	EN4	Indirect energy consumption by primary source.	Energy-Consumption Analysis	72
	EN5	Energy saved due to conservation and efficiency improvements.	Continuous Environmental Impact Mitigation	77
	EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Application of Renewable Energy	78
	EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Continuous Environmental Impact Mitigation	77
Water	EN8	Total water withdrawal by source.	Energy-Consumption Analysis	72
	EN9	Water sources significantly affected by withdrawal of water.	No Such Cases	-
	EN10	Percentage and total volume of water recycled and reused.	Water Recycling	81
Biodiversity	EN11	Location and size of land owned, leased, managed in, or adjacent to, protected	(No Fixed Assets in Such Areas)	-
	EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	No Such Cases	-
	EN13	Habitats protected or restored.	No Such Cases	-
	EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Promotion of "Biodiversity", Eco-System Protection	61,84
	EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	No Such Cases	-
Emissions, Effluents, and Waste	EN16	Total direct and indirect greenhouse gas emissions by weight.	Energy-Consumption Analysis	72
	EN17	Other relevant indirect greenhouse gas emissions by weight.	Energy-Consumption Analysis	72
	EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Energy-Consumption Analysis	72
	EN19	Emissions of ozone-depleting substances by weight.	We do not report on this issue (no intention of reporting in the future), since the disclosure does not relate to our business because we are not a manufacture	-
	EN20	NO, SO, and other significant air emissions by type and weight.	We do not report on this issue (no intention of reporting in the future), since the disclosure does not relate to our business because we are not a manufacture	-
	EN21	Total water discharge by quality and destination.	We do not report on this issue (no intention of reporting in the future), since the disclosure does not relate to our business because we are not a manufacture	-
	EN22	Total weight of waste by type and disposal method.	Waste Recycling	80
	EN23	Total number and volume of significant spills.	No Such Cases	-
	EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	No Such Cases	-
	EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	No Such Cases	-
Products and Services	EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Continuous Environmental Impact Mitigation, Employee Environmental Initiatives	77,82
	EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	No Such Cases	-

Environmental Performance Indicators			Chunghwa Telecom's Responses	Page
Compliance	EN28	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations.	No Such Cases	-
Transport	EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Reduction of In-Use Vehicles, Investigation of Employee Commuting	79,82
Overall	EN30	Total environmental protection expenditures and investments by type.	Continuous Environmental Impact Mitigation	77
Labor Practices and Decent Work Indicators			Chunghwa Telecom's Responses	Page
Management Methods to Expose			CSR Organization, Stakeholder Feedback, CSR Management	27,29,30
Employment	LA1	Total workforce by employment type, employment contract, and region.	Diversity	33
	LA2	Total number and rate of employee turnover by age group, gender, and region.	Turnover Rate by Category	32
	LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Employee Rights	35
Labor/Management Relations	LA4	Percentage of employees covered by collective bargaining agreements.	Employee Rights	35
	LA5	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	Employee Rights	35
Occupational Health and Safety	LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Occupational Safety and Health Management System	36
	LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work related fatalities by region.	Occurrence of Occupational Accidents	37
	LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Looking After the Mental and Physical Health of Employees	36
Training and Education	LA9	Health and safety topics covered in formal agreements with trade unions.	Harmonious Labor Relations	34
	LA10	Average hours of training per year per employee by employee category.	Employees Training	38
	LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Training and Development	38
Diversity and Equal Opportunity	LA12	Percentage of employees receiving regular performance and career development reviews.	Training and Development	38
	LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Diversity	33
	LA14	Ratio of basic salary of men to women by employee category.	Once hired, employees who do the same job are offered the same basic salary, regardless of gender	32
Human Rights Performance Indicators			Chunghwa Telecom's Responses	Page
Management Methods to Expose			CSR Organization, Stakeholder Feedback, CSR Management	27,29,30
Investment and Procurement Practices	HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Supply Chain Management	49
	HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Supply Chain Management	49
	HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Diversity	33
Non-Discrimination Freedom of Association and Collective Bargaining	HR4	Total number of incidents of discrimination and actions taken.	Diversity	33
	HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	Harmonious Labor Relations	34
Child Labor	HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	No Such Cases	-
Forced and Compulsory Labor	HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor.	No Such Cases	-
Security Practices	HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	No Such Cases	-
Indigenous Rights	HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	No Such Cases	-
Society Performance Indicators			Chunghwa Telecom's Responses	Page
Management Methods to Expose			Five Dimensions of Social Contribution, Chunghwa Telecom Foundation, Create digital opportunities	51,52
Community	SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Five Dimensions of Social Contribution	51
Corruption	SO2	Percentage and total number of business units analyzed for risks related to corruption.	Corporate Code of Ethics	23
	SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Corporate Code of Ethics	23
	SO4	Actions taken in response to incidents of corruption.	Corporate Code of Ethics	23
Public Policy	SO5	Public policy positions and participation in public policy development and lobbying.	Countermeasures for Policy & Regulatory Changes	21
	SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	No political donations in 2008	-
Anticompetitive Behavior	SO7	Total number of legal actions for anticompetitive behavior, anti-trust, and monopoly practices and their outcomes.	Rules of Conduct for Sales and Marketing Staff	23
Compliance	SO8	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations.	Rules of Conduct for Sales and Marketing Staff	23
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Customer Health and Safety	PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Lowering Negative Service Impacts	46

Product Responsibility Performance Indicators			Chunghwa Telecom's Responses	Page
Customer Health and Safety	PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Lowering Negative Service Impacts	46
Product and Service Labeling	PR3	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.	No Such Cases	-
	PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	No Such Cases	-
	PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Service Satisfaction Survey, Opinion Feedbacks	42,44
Marketing Communications	PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Rules of Conduct for Sales and Marketing Staff	23
	PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Rules of Conduct for Sales and Marketing Staff	23
Customer Privacy	PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Customers Privacy Protection	43
Compliance	PR9	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services.	Rules of Conduct for Sales and Marketing Staff	23
Telecommunication Sector Specific Indicators			Chunghwa Telecom's Responses	Page
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Investment	IO1	Capital investment in telecommunication network infrastructure broken down by country/region.	Consolidated Capital Expenditure	12
	IO2	Net costs for service providers under the Universal Service Obligation when extending service to geographic locations and low-income groups, which are not profitable.	Quantifiable Social Contribution	53
Health and Safety	IO3	Practices to ensure health and safety of field personnel involved in the installation, operation and maintenance of masts, base stations, laying cables and other outside plant. Related health and safety issues include working at heights, electric shock, exposure to EMF and radio frequency fields, and exposure to hazardous chemicals.	EMF Issues	47
	IO4	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) standards on exposure to radiofrequency (RF) emissions from handsets.	EMF Issues	47
	IO5	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) guidelines on exposure to radiofrequency (RF) emissions from base stations.	EMF Issues	47
	IO6	Policies and practices with respect to Specific Absorption Rate (SAR) of handsets.	EMF Issues	47
Infrastructure	IO7	Policies and practices on the siting of masts and transmission sites including stakeholder consultation, site sharing, and initiatives to reduce visual impacts.	EMF Issues	47
	IO8	Number and percentage of stand-alone sites, shared sites, and sites on existing structures.	EMF Issues	47
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	PA2	Policies and practices to overcome barriers for access and use of telecommunication products and services.	Promote Digital Learning, Bridge the Digital Divide	55,58
	PA3	Policies and practices to ensure availability and reliability of telecommunications products and services and quantify, where possible, for specified time periods and locations of down time.	Natural Disasters	20
	PA4	Quantify the level of availability of telecommunications products and services in areas where the organization operates.	Marketing Position	10
	PA5	Number and types of telecommunication products and services provided to and used by low and no income sectors of the population.	Discount of Telecom Services Fee	58
	PA6	Programs to provide and maintain telecommunication products and services in emergency situations and for disaster relief.	Emergency Rescue System, Sea Rescue Communication Service	65
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	PA10	Initiatives to ensure clarity of charges and tariffs.	Opinion Feedbacks	44
	PA11	Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective, and environmentally preferable use.	Opinion Feedbacks	44
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Resource Efficiency	TA1	Provide examples of the resource efficiency of telecommunication products and services delivered.	Energy Conservation and Carbon Reduction Services	85
	TA2	Provide examples of telecommunication products, services and applications that have the potential to replace physical objects.	Energy Conservation and Carbon Reduction Services	85
	TA3	Disclose any measures of transport and/or resource changes of customer use of the telecommunication products and services listed above.	Energy Conservation and Carbon Reduction Services	85
	TA4	Disclose any estimates of the rebound effect (indirect consequences) of customer use of the products and services listed above, and lessons learned for future development.	Energy Conservation and Carbon Reduction Services	85
	TA5	Description of practices relating to intellectual property rights and open source technologies.	R&D and Innovation	14

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